

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

USA Fulfillment

University of Maryland Manufacturing Assistance Program

USA Fulfillment Center Improves Processes With Assistance from UMMAP

Client Profile:

USA Fulfillment, located in Chestertown, Maryland, provides fulfillment services to national clients such as consumer goods manufacturers, cosmetic manufacturers, and other businesses or associations that sell products using USA Fulfillment as a "silent partner." Those services include fulfilling catalog and web-based orders, as well as premiums and rebates. USA Fulfillment employs 55 people.

Situation:

USA Fulfillment requested assistance from the University of Maryland Manufacturing Assistance Program (UMMAP), a NIST MEP network affiliate formerly known as the Maryland Technology Extension Service, in improving productivity of fulfilling orders for the apparel and cosmetic client companies.

Solution:

The UMMAP consultant Value Stream Mapped the apparel and cosmetic order fulfillment processes and re-engineered the methods and plant layout.

Results:

- * Increased productivity by 20 percent.
- * Decreased floor space by 30 percent.
- * Invested \$4.2 million in a new facility.

Testimonial:

"UMMAP consultants have helped us improve our processes and facilitated investments in our growth. UMMAP consulting is the most valuable service the State of Maryland provides its small industrial businesses. UMMAP consultants have helped us double our capacity, giving us abilities to compete within a price sensitive and quality conscious industry."

Bob Farrar, Vice President